

Actual comments from Students!

Thank you for being awesome and making breakfast and lunch great! Without you guys, this school will probably not function. Thanks!!

You are so nice. You make all of our lunch experiences
GRRRRRrrrrRrRRRREAT!!

You are my favorite lunch lady! So, I wrote you a poem...

Thanks for serving me food,
You're always in a good mood.
It makes me go wild.
When I see your face,
It just makes my heart race!



Thanks

You make my lunch 10 times better! All of the lunch ladies make all the kids here feel welcome. You guys are truly the heart of Osseo... and the stomach!

Whenever I go to punch in my number you all, always say “thank you and have a good day”. That always makes me feel better, like even if my day so far was bad. That glimpse of kindness in my day always puts a smile on my face. Sorry if I don’t always respond or smile back, I mean to say “You too” or “Thanks.” Thank you all so much!



ISD 279 Osseo Area Schools

Food and Nutrition Services

Living the Core Values



Mission

Our mission is to inspire and prepare all students with the confidence, courage and competence to achieve their dreams; contribute to community; and engage in a life time of learning.

NUTRITION SERVICES LIVING THE CORE VALUES

We will . . .

- demonstrate a passion for offering nutritious and innovative foods
- work hard to make positive daily connections with students and staff so that it is clear to them how much we care
- keep our promise to serve appealing meals, on time, that are hot, fresh and tasty
- work hard to include student suggestions in menu offerings
- feature ethnic menus monthly
- listen to better understand and be open to new ideas

DISTRICT 279 CORE VALUES

We believe that . . .

- lifelong learning is essential for the individual and community to thrive;
- everyone has equal intrinsic value;
- trust is essential to sustaining successful relationships and to achieving results;
- better decisions emerge when diverse perspectives are intentionally included in a collaborative process;
- everyone benefits when cultural differences are acknowledged and understood, and individuals are treated respectfully and equitably; and
- everyone can learn more

The Hub and Heart of School Comfort

(Nutrition Services has unique and intrinsic value because it is the) hub and heart of school comfort. (In addition to) offering really good and nutritious meals, (we) prepare and serve nutritious foods with care and love. (We) provide security, safety, comfort, and happiness (and) provide fuel- serving nutritious and eye friendly meals with a smile- in a loving, fun atmosphere as the basis for learning. Providing nutritious nourishment for learning and growth where they can be fueled not only with GREAT food both for their physical (health) but nurturing for their emotional (health)- both students and staff- (is our role). (We) help students, co-workers, (and) staff feel valued (by) projecting a happy, positive attitude for all.

Positive attitude (is shown) by caring...being concerned, (by) being genuine and sincere to other, friendly to everyone (with) acceptance and equality (and) respecting them for who they are. We are there to listen and care about them, to show the people around (us that we) believe in them and they can believe in themselves. (We) go out of our way to meet the children's and staff needs; (we) go above and beyond!

We interact with children and create a pleasant atmosphere (to) learn responsibility- keypad #, money ahead of time and behavior- listen, understand, be helpful. (Besides) providing healthy appetizing meals daily to students, it provides a place to gather with students, ahh that are not in their group in an unstructured environment. Being able to nurture, care for students, not just with nutritious food, but caring for the children- feeding a hungry child and making them happy (is our role).

Hungers stop on our watch! (Our goal) is to satisfy children's hunger in a healthy way, in a timely manner. (For) some children school lunch might be the only meal they eat all day. (Our role) is the providing of a delicious and nutritious breakfast and lunch to provide energy, brainpower, and ability to concentrate- with a motherly or fatherly touch.

(Finally)...Make it a happy place!
How 'bout laughter, smiles, conversation?
There we go!



Building Communities

What makes school nutrition services so unique?

We have an opportunity to connect with **ALL** students,
(often twice a day!)

Expected to serve a nutritional **meal** for a charge of \$2.20
or less (Lunch charge for high school students).

Seconds and pennies count (**A LOT!**)



What does an effective kitchen team look like?

Staff members take time to listen to each other– have good eye contact, positive body language, do not interrupt the person talking

Managers actively seek input and opinions from their staff

They greet each other warmly each day– say “Good morning” or “How was last night?”, etc

Staff talk to each other- have genuine conversations– show interest in each other

They laugh together

They celebrate important personal events/ care for each other

“What does it look like when we connect with students and staff?”

Nutrition staff that call them by name

Compliment and encourage them

Nutrition staff can “read” their faces– know if their day is going well

They look for someone who needs a little extra help

Talk to students about their interests

Nutrition staff is visible and accessible during meal service (all staff are in the serving area during meal times)

Have a good attitude/smile– it’s contagious

Bring in fun pictures/decorate for holidays

Participate in student activities outside of school day

We have created a soft place for students and staff to “fall.” Kids feel comfortable approaching us because they trust us.

“Make sure that students see we are having fun”



“What do you think students and staff expect/ deserve from nutrition services?”

Quality, “kid-friendly” meals

A clean kitchen and safe food

Fresh and tasty meals at a good value

A smile and eye contact

Staff that are knowledgeable about their job

Someone that is always friendly and can answer questions/ help them

A FUN atmosphere (sometimes it’s ok to bring out the child in each of us)

Someone to show them concern and courtesy

Respect (listen to understand and believe in them)

***“Has a smile on their face
and in their voice”***



Staff members thank each other regularly/ show gratitude

They support each other/ help each other

Staff strive to understand and accept individual differences

Concerns are dealt with timely and fairly—before they become problems

They apologize/ admit mistakes

All staff are approachable and open to suggestions

Communication:

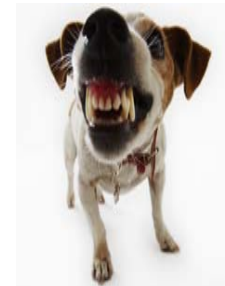
Clear instructions are given

Important e-mails are shared timely

Key points from manager meetings are shared

Staff meetings (formal and informal) are held regularly

***“ It’s one thing to give
instructions, it’s another
to bark orders”***



Staff understand that they are a team. Every person knows that they are an important part of the team. All team members know their role and can be depended on to do quality work in a timely manner.

It is important to not just work hard, but to do the “right” work

It is understood that to *get* respect, you must *give* respect (respect is earned)

Team members are flexible and are willing to consider new ideas

Staff demonstrate a passion for providing quality meals

Managers encourage leadership (“Stand Out! Behavior”) from ALL staff

We can be the “**HUB AND HEART OF SCHOOL COMFORT**” (page 2) for our students (being a positive role model is vital for this to happen!)

“They focus on something larger than themselves– kids/ learning, staff, school”

